



DRIVER RULES OF OPERATION

The driver toolkit: before every shift, on the road, and how to report

www.sydcabs.au

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Who this is for. Every driver who holds a SYD CABS driver ID. These Rules form part of your Driver Service Agreement; a breach of them is a breach of that Agreement.

What it is. The working document: what you check before every shift, what you declare when you sign on, how the meter and the equipment are treated, how work is taken, how and where you report, what you pay, how you behave, what is on your record, what happens when a Rule is not followed, and what to do when you leave. The two attachments at the back are the sign-on check list and declaration as the meter asks it, and the reporting card.

Keep it current. SYD CABS updates these Rules as its procedures change. The version and date are in the footer of every page; the current version is always at www.sydcabs.au and in the driver app, and a new version takes effect fourteen days after you are told of it.

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SYD CABS

DRIVER RULES OF OPERATION

These Rules apply to every driver who holds a SYD CABS driver ID. They form part of the Driver Service Agreement, and a breach of them is a breach of that Agreement.

1 Your responsibility

You are the driver. When you are signed on to a SYD CABS taxi you are working under SYD CABS livery and SYD CABS's authorisation as a taxi service provider, and the obligations of the Point to Point Transport (Taxis and Hire Vehicles) Act 2016, the Regulation 2017 and the Fares Order apply to you personally. A penalty notice, a disqualifying offence or a suspension is yours; it is not transferred to the operator or to SYD CABS by handing the taxi back.

Your Driver ID

- Your SYD CABS driver ID is the Driver ID the law requires for rank and hail work: your photograph and the identification number SYD CABS gave you. It is issued only once your onboarding with SYD CABS is complete, and it is valid only for SYD CABS — driving for another provider needs that provider's own onboarding and its own ID.
- It must be displayed in the holder fitted to the taxi, clearly visible to every passenger, on every rank and hail hiring. A driver not displaying it is liable to a \$300 penalty notice from police or an authorised officer, and SYD CABS as the provider to \$1,100.
- If it is lost, damaged or left at home, you do not provide rank and hail services until a replacement is on display. Call 1300 926 117 or come to the base for a replacement.
- SYD CABS has issued its driver ID since 2024. It is not transferable, and it is returned to SYD CABS when you leave.

You must hold, and carry, a current NSW driver licence and a current SYD CABS driver ID card. You must have read and understood every term of the Driver Service Agreement, the Complaint Handling Policy, the Meter Tampering Policy and the Safety Management System, and have watched and understood the onboarding video. Not knowing a Rule is not a defence to breaking it.

2 Before every shift

Before you take a hiring, every shift, you must check all of the following. If any one of them fails, do not start; report it under section 6.

You

1. Your fatigue level. You have had at least 8 hours' break since your last sign-off, you are within the 14-hour working limit, and you are fit to drive. The Fatigue Management Policy in the Driver Service Agreement applies.
2. Your blood alcohol reading is zero and you have taken no drug that affects driving. The Drugs and Alcohol Policy applies.
3. Your SYD CABS driver ID card is in the ID holder in the taxi, facing the passenger, and it is yours.
4. Your attire is clean and presentable. No thongs, no singlets, no sleepwear.
5. You know the routes you are likely to be asked for, and your phone has enough data to run navigation where you use it.
6. You know how to use the duress alarm — and you know the procedure in the Driver Service Agreement is the only procedure.

SYD CABS is a trading name of W Eats Pty Ltd (ABN 68 649 215 967), 43-45 Claremont Avenue, Greenacre NSW 2190. Telephone 1300 926 117. Email incident@sydcabs.au.

The taxi

7. The tablet is in its original fitting, fixed and mounted, its cable connected, the company SIM card in it, and it has not been moved, opened or changed. The meter shows no sign of interference. The Meter Tampering Policy applies to everything about the meter.
8. Your login works. **If it does not, you are not authorised for that taxi and you do not take a hiring.**
9. The toll tag is attached to the taxi and working.
10. There is enough fuel for the shift.
11. Tyres, brake lights, indicators, headlights and seat belts are in good working order.
12. The security camera is working: its indicator light is green and no red error is showing.
13. The taxi is clean inside and out and smells clean.

If any check fails, do not take a hiring. Report it, and start only when it is fixed. A taxi on the road with a fault you saw is your responsibility.

You are asked this check on the meter every time you sign on, and your answers are recorded against your ID with the date and time. It is the same check as the daily vehicle safety check sheet in the Safety Management System; nothing is printed or signed on paper.

3 The sign-on check list and declaration

When you sign on to the meter you are shown one list — the check list and the declaration together — and you accept each item. Accepting it is a declaration to SYD CABS, recorded with the date and time against your ID. It is not a formality: a declaration that turns out to be false is dealt with under section 10. The list is Attachment 1.

A declaration that is not true is a breach on its own, whatever happens on the shift. A false declaration about alcohol, the break, the licence or the card starts at Step 3 of the Driver Rules Scale.

4 The meter, the tablet and the equipment

The Meter Tampering Policy sets out in full what the meter is, what tampering is and what happens when it is found. These Rules add what you must and must not do day to day:

- Use only the tablet SYD CABS has registered to that taxi. Never swap a tablet between taxis, never move one to another vehicle, and never use a cab key for a taxi other than the one it was issued for. The key and the taxi number must match; if they do not, stop and call.
- Never put the tablet in aeroplane mode, turn off its location, disconnect its cable, remove or replace its SIM card, connect it to your phone's hotspot, change its settings, install anything on it or reset it. The company SIM card is the only connection it uses.
- Never touch the meter's tariff, rates, extras or tolls other than as the locked meter allows, and never ask anyone else to. If the meter offers a tariff that does not fit the hiring — a maxi tariff in a sedan — do not use it: report it under section 5 and use the day tariff.
- Never interfere with the camera, the tracking device, the duress alarm or the toll tag, and never cover, unplug or move any of them.
- If the meter, the tablet or any equipment is faulty, stop taking hirings and report it at once. A fault reported at once carries no consequence; a fault driven on or "fixed" by you is tampering.

Never swap a tablet, never use another taxi's cab key, never put the tablet in aeroplane mode or on your hotspot, never pull its cable or its SIM. Any of these is tampering, and tampering starts at Step 3 and can end your Agreement.

5 Taking and finishing work

Hirings

- You must not refuse a hiring because of its length, its destination or how it will be paid. A short fare is a fare.
- You must not refuse a passenger with an assistance animal or a guide dog, in any circumstances.
- Dispatched jobs: you may decline no more than three jobs in a row. On the third, the dispatch system signs you off automatically and you must sign on again. A pattern of declining jobs is dealt with under section 9.
- The Fixed Fare Trial rules apply on the rank and hail trips they cover: charge the fixed fare and nothing else, and keep the meter running throughout — the meter is on for every hiring, fixed fare or not.

Payment

- Before the trip, tell the passenger if the taxi has no Cabcharge terminal, because a Cabcharge card needs one. Tell every TTSS passenger that SYD CABS accepts TTSS vouchers, and complete the voucher with the passenger at the end of the trip, never on a blank. Section 6 of the Driver Service Agreement applies.
- Use only an EFTPOS terminal issued by a legitimate provider that holds an Australian financial services licence, or one supplied through SYD CABS's affiliated payment provider, and whose receipt shows a valid ABN. A terminal whose receipt has no valid ABN must not be used.
- Never take or use a terminal offered by anyone touting at the airport or on the street, or by any person who is not a licensed provider. Those terminals are used for money laundering and for overcharging passengers, and a driver found using one, or being paid or influenced by a terminal provider to overcharge, is removed from the network and reported.
- Give a taxi receipt whenever a passenger asks; it is their right. The receipt must show the fare, every extra and toll separately, and the total, and it must carry the taxi number and the date and time.

An EFTPOS terminal from anyone who is not a licensed provider — an airport tout, a “student”, a stranger — is not to be used, however good the rate. Using one is Step 4; money laundering or overcharging through one is the end of your Agreement and a report to police.

Lost property

- Anything a passenger leaves in the taxi must be brought to the SYD CABS base, handed to the nearest police station, or returned to the passenger by agreement where the passenger has shared a phone number and is happy to meet. Record it on the Lost Property form at www.sydccabs.au in every case.
- SYD CABS holds lost property at the base for no more than 28 days, after which staff hand it to the police.

6 Reporting: what, where and by when

Everything that happens in or to the taxi is reported, and it is reported by you. The Driver Version form at www.sydccabs.au is your account of what happened, in your words, before anyone else's; use it. Every report of a trip needs the hail job number or the booking reference, so SYD CABS can find the trip record.

What happened	Where to report (soon: through your login in the SYD CABS app)	By when
An emergency: anyone hurt, an accident, police, fire or ambulance needed	Press the panic button or call 000 first. Then SYD CABS on 1300 926 117 or the taxi's WhatsApp group, then the Driver Version form	At once; form within 24 hours
An incident with a passenger, a dispute, a threat, damage	Driver Version form (with the hail job number)	Before the end of the shift, and within 24 hours
A passenger complaint or feedback about you or about SYD CABS	Driver Version form; reply to any notice from SYD CABS	Within 5 business days of being asked
A meter fault, a wrong tariff showing, a trip lost to a fault in the soft meter	The taxi's WhatsApp group or 1300 926 117, then the Driver Version form with the job number	At once, before the next hiring
A tablet, camera, duress alarm, toll tag or other equipment fault	The taxi's WhatsApp group or 1300 926 117; tell the operator	At once
A mechanical fault or damage to the taxi	The operator, and the taxi's WhatsApp group	Before the next shift
A fine or penalty notice: not using the meter, smoking, behaviour, a traffic offence, a toll notice	Driver Version form, with a photo of the notice	Within 7 days of receiving it
Contact from the Point to Point Transport Commissioner, police or an inspector about your work	Call 1300 926 117 and email incident@sydcabs.au	The same day
Lost property found	Lost Property form	The same shift
A change to your licence, authority, address, phone, email, or a suspension or condition on either	The driver app, or email incident@sydcabs.au	Within 48 hours

What you need	How to reach us
An emergency in the taxi	Panic button, or 000, first — then 1300 926 117 or the taxi's WhatsApp group
Support, urgent operational matters, meter and equipment faults	The WhatsApp group for that taxi, or 1300 926 117
Your version of an incident, a complaint, a fine	Driver Version form at www.sydcabs.au
Incidents, complaints and evidence	incident@sydcabs.au
Lost property	Lost Property form at www.sydcabs.au
Anything by phone	1300 926 117

Report to SYD CABS first, in your own words, before anyone else tells the story. A report made on time is what protects you; a report that was never made is what the Commissioner sees.

The SYD CABS driver app is launching soon. Once it is live, every report in this table is made through your login in the app, and the app is the way SYD CABS reaches you: your notices, your documents and your record are in it, and a message from SYD CABS in the app is a message served on you. Until then, the website forms, the taxi's WhatsApp group, 1300 926 117 and incident@sydcabs.au are the channels above.

7 Money

- Rent for the taxi is yours to pay to the operator on the terms you agreed with the operator, or to SYD CABS for a taxi SYD CABS owns. Rent is recorded against your record; arrears are recovered before you leave the network.
- Tolls incurred while you are driving are yours. Fines and penalty notices incurred while you are driving are yours, including a toll notice for a trip without a working tag.
- A refund owed to a passenger under an upheld complaint is yours to pay where the fault was yours. If it is not paid, SYD CABS recovers it under section 7 of the Driver Service Agreement: from your balance, from an EFTPOS settlement SYD CABS holds, or as a negative balance on your account, after notice and an opportunity to respond. The passenger is refunded either way.
- If you stop driving a taxi, give the operator at least 7 days' notice, and tell SYD CABS the same day so the taxi's assignment and your access are ended. Driving stops on the day you say, not before the notice runs.

8 Conduct with passengers and staff

The Code of Conduct in the Driver Service Agreement applies to every passenger, every operator and every member of SYD CABS staff. Two things are absolute:

- SYD CABS has zero tolerance for abuse, threats or intimidation of its staff, on the phone, in a WhatsApp group, in the app or in person. On a first occasion your login is suspended while the matter is looked at; where the conduct is confirmed your Agreement is terminated.

Zero tolerance means exactly that. Abuse of a member of staff suspends your login the same day, and where it is confirmed your Agreement ends.

- Aggressive, abusive or discriminatory conduct towards a passenger starts at a final warning and runs from Step 3 of the Complaint Scale thereafter, as the Complaint Handling Policy says. Refusing an assistance animal is dealt with in the same policy and by the Commissioner.

9 Your record and the credibility rating

SYD CABS keeps a record on every driver: your identity documents, your authority and licence, your application, every form you send, every notice sent to you, every complaint and its outcome, every action taken, rent and payments, and the history of every change to that record — who made it, when, and why. You can see your own documents and notices in the driver app and ask for anything on the record to be corrected.

From the record SYD CABS calculates a driver credibility rating of one to five stars, shown to staff and, once the app is live, to you. It moves with upheld complaints from passengers and operators, unpaid or late rent, unpaid tolls and fines, poor behaviour, overcharging and repeat matters, and it recovers over time with a clean record. The rating informs which work you are offered and how a matter on your record is decided; it is not itself a penalty.

10 When a Rule is not followed: the Driver Rules Scale

A breach of these Rules is dealt with on the Driver Rules Scale below. It is a different scale from the Complaint Scale in the Complaint Handling Policy, and its step numbers align with the Operator Rules Scale, so a step means the same thing across the network. Where the same facts are also an upheld complaint, the complaint runs on the Complaint Scale independently. Before any step is applied you are told in writing what is alleged and have five business days to respond; you may ask for a review under section 11 of the Complaint Handling Policy, and you may take the matter to the Point to Point Transport Commissioner at any time.

Step	Consequence
1	First warning, in writing
2	Final warning, and training where relevant
3	Suspension from the dispatch system for up to 7 days
4	Suspension for 3 months
5	Removal from the SYD CABS network for 12 months
6	Termination of the Driver Service Agreement and permanent removal

Where no further breach occurs within 12 months, the Driver Rules Scale resets to Step 1. Certain matters start higher, or outside the scale:

- Interfering with the meter, the tablet, its SIM or cable, the camera, the tracking device or the toll tag, swapping a tablet, or using the wrong cab key — from Step 3, and the Meter Tampering Policy applies.
- Interfering with, disabling or obstructing the duress alarm — outside the scale, as a safety matter; may result in immediate removal.
- A false sign-on declaration — from Step 2; a false declaration about alcohol, the break, or the licence or card — from Step 3.
- Driving on a login that is not yours, or letting anyone use yours — from Step 3.
- Using an EFTPOS terminal that is not from a licensed provider, or whose receipt has no valid ABN — from Step 4; involvement in money laundering or terminal-driven overcharging — Step 6, and referral to police and the Commissioner.
- Abuse or threats towards SYD CABS staff — suspension at once, and Step 6 where confirmed.
- Not reporting an incident, accident or panic alert under section 6 — from Step 2; not reporting a fine — Step 1, and the fine remains yours.
- Refusing an assistance animal; sexual assault or any serious criminal conduct — as the Complaint Handling Policy provides, up to permanent removal and report to police and the Commissioner.

11 Leaving the network

- Tell SYD CABS on the day you stop driving, so your meter and dispatch access are turned off and the taxi's assignment is ended. Access that is left on is your responsibility until you tell us.
- Return your SYD CABS driver ID card to the base. It is SYD CABS's property.

Never hand your ID card, your login or a cab key to anyone else — not another driver, not the operator, not a friend. A trip on your login is your trip, and a card in someone else's taxi is your breach.

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- Your final settlement — rent, tolls, fines, refunds, and any amount SYD CABS holds for you — is made from your record within 14 days of the card being returned.
- Your record is kept for the period the law requires, and a reference or confirmation of service is given from it on request.

12 The documents these Rules refer to

- Driver Service Agreement (including the Code of Conduct, the Fatigue Management Policy and the Safety Knowledge Check)
- Complaint Handling Policy
- Meter Tampering Policy
- Safety Management System (including the daily vehicle safety check sheet)
- Drugs and Alcohol Policy; Incident Response Policy
- Fixed Fare Trial — the rules published at www.sydcabs.au
- Point to Point Transport (Taxis and Hire Vehicles) Act 2016 and Regulation 2017; Point to Point Transport (Fares) Order

Penalties and clause references in these Rules are as published by the Point to Point Transport Commissioner at September 2026; the current figures are at pointtopoint.nsw.gov.au.

These Rules are kept up to date. Read the version in the footer; the current version is at www.sydcabs.au and in the driver app.

Attachment 1 — The sign-on check list and declaration

The meter asks you these at every sign-on. Tick each one only if it is true. If any line cannot be ticked, do not sign on, and report it. Your answers are recorded against your ID with the date and time.

- ☐ My NSW driver's licence and my SYD CABS driver ID card are valid and up to date, and the card is in the holder, facing the passenger.
- ☐ I have taken an 8-hour break since my last logout and I am within the 14-hour limit.
- ☐ My blood alcohol reading is zero.
- ☐ I am clean and presentable — no thongs.
- ☐ The vehicle is clean, both inside and out.
- ☐ Brake lights, indicators, headlights, seat belts and tyres are in good working order; the cameras are working, the camera light is green and no red error is showing.
- ☐ There is enough fuel for the shift, and the toll tag is attached and working.
- ☐ The tablet is fixed in its original fitting, its cable connected, the company SIM card in it, not moved or changed, and the meter shows no sign of interference.
- ☐ My tablet meter has an active SIM card and I am not connecting my mobile hotspot; my duress alarm is in working order and I know how to use it.
- ☐ I am not allowed to do passenger service if my login is not working.
- ☐ I confirm that it is against the law to use a maxi tariff if the number of passengers is less than five (5). If a wrong maxi tariff is showing in my sedan taxi, I will inform SYD CABS for rectification and I will not use tariff Maxi Day, Maxi Night or Maxi Peak PM.
- ☐ I understand that I will get a fine of \$3,000, or a disqualifying offence on my licence, for a fare-related offence.
- ☐ I understand that I cannot refuse a passenger with an assistance animal or a guide dog in any circumstances.
- ☐ I agree to comply with all company policies and procedures, including the Driver Rules of Operation and the Meter Tampering Policy.

Attachment 2 — Reporting card

What happened, where to report it, and by when — the same table as section 6, on one page. Keep the hail job number or booking reference for every trip you report.

What happened	Where (soon: through your login in the SYD CABS app)	By when
Emergency • anyone hurt • accident • police, fire or ambulance	Panic button or 000 first, then 1300 926 117 or the WhatsApp group, then the Driver Version form	At once; form within 24 hours
Incident, dispute, threat, damage	Driver Version form (hail job number)	End of shift, within 24 hours
Passenger complaint or feedback	Driver Version form; reply to the notice	5 business days
Meter fault • wrong tariff • trip lost to a fault	Taxi's WhatsApp group or 1300 926 117, then the form	At once
Tablet, camera, duress alarm, toll tag fault	Taxi's WhatsApp group or 1300 926 117; the operator	At once
Mechanical fault or damage	The operator; the taxi's WhatsApp group	Before the next shift
A fine or penalty notice	Driver Version form with a photo	7 days
Contact from the Commissioner, police or an inspector	1300 926 117 and incident@sydcabs.au	Same day
Lost property found	Lost Property form; base, police, or the passenger by agreement	Same shift
Change of licence, authority, address, phone, email	The app, or incident@sydcabs.au	48 hours

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